

ABSTRACT OF THE DISCLOSURE

Methods and systems of managing proactive maintenance tasks for a telephone system local loop. One embodiment includes predicting local loop proactive maintenance tasks, storing
5 local loop proactive maintenance tasks, and searching the tasks using at least one search criteria. The at least one search criteria could include at least one of Proactive Maintenance Application number, Trouble Ticket Number, area code, status, Wire Center, district, manager, and supervisor. The at least one search criteria could also include at least one of technician, date, address, description, technician narrative, disposition code, priority, intermediate status code,
10 work code, authorization, cable, and line pair. The embodiment also permits sorting and editing the local loop proactive maintenance tasks. The tasks may be sorted using at least one sort criteria. The at least one sort criteria could include at least one of Proactive Maintenance Application number, Trouble Ticket Number, area code, status, Wire Center, district, manager, and supervisor. The at least one sort criteria could also include at least one of technician, date, address, priority, status code, work code, and authorization. The embodiment may further edit the local loop proactive maintenance tasks using at least one edit criteria, the edit criteria including at least one of wire center, district, priority, date, work code, manager, supervisor, technician, maintenance center, authorization, address, and work description.

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